

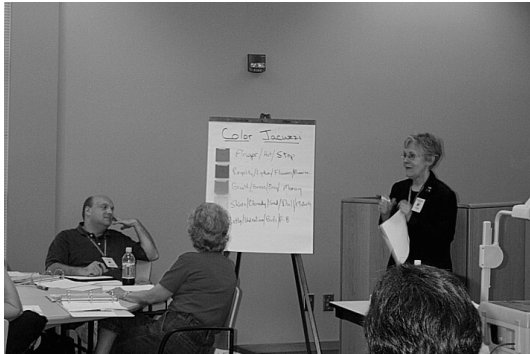


News and Views

The Newsletter of the Tennessee Public Library Management Institute

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Discussion during "Color Jacuzzi"

Getting to Know You

Monday morning began with an introduction to the Public Library Management Institute given by Assistant State Librarian Jane Pinkston. Jane explained some of the details of the coming week to the group such as topics for discussion, upcoming speakers and homework assignments for the week. She also allowed the "Institooters" some time to spend getting to know more about each other. The group at each table talked among themselves and listed similarities for the individuals in the group.

From this exercise, the group learned that they have many things in common. For example, many enjoy music (though in various genres – accordion, piano, flute, professional singing, guitars, etc.), many are animal lovers (dogs, cats, frogs, cows, etc.), most are readers, and nobody got enough sleep in the dorm!

During the "Color Jacuzzi" exercise, certain colors were used to point out library issues of interest to all of the "Institooters". The color red representing "anger" and "stop", called to mind patrons' lack of attention to library signage (cell phones, etc.) and parents who do not make their children behave properly in the library. The color purple representing "royalty" prompted the group to pretend to be "kings" or "queens" for the day. The royal "Institooters" increased salaries for employees, acquired new buildings, and increased materials collections substantially. The other colors for discussion were green (fundraising), gray (areas of uncertainty), yellow (creativity), and rose (what the patrons can see that is missed by staff and administrators who might be wearing rose-colored glasses). It was a great way to start the Institute, and it is clear that this group of "Institooters" is well aware of the key issues facing libraries. Way to go "Institooters"!

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Sherry Fisher Explains the Art and Science of Communicating



Introducing the Art and Science of Communicating

Consultant Sherry Fisher kicked off the guest speakers' portion of the Public Library Management Institute with an entertaining discussion on "The Art and Science of Communicating". Fisher detailed the need for effective communication in order to achieve success both professionally and personally. Fisher stated, "Communication is a skill, a science, and an art." "Art" refers to style, appearance, voice and empathy. "Science" refers to the process, method, technique, methodology and neuralinguistics of communication. It is the ability to blend these together that yields optimal communication effectiveness.

Fisher reminded the group that believability is the vital factor in effective communication. Statistics show that 56% of what is considered believable is based on non-verbal behaviors, 37% is based on a speaker's inflection or voice when speaking, and only 7% is based on the actual words being said. To emphasize this point, the group discussed "Nine Behavioral Skills" that should be considered when communicating. These included eye contact, good posture, natural gestures, use of humor, and appropriate dress and appearance.



Some behavioral techniques in action

"Listening is key" according to Fisher and several activities were performed to illustrate this point, including "Toss & Tell". In "Toss & Tell", the groups took turns tossing a ball back and forth while sharing information about each other. The goal was to remember as many facts about the other members of the group as possible through effective listening skills. The most popular shared information was a description of one wild thing each participant had done in his or her life (PG rating only!).



Having fun with "Toss and Tell"

The last major area for discussion was the three main ways in which individuals receive and interpret information. The visual person mainly interprets information based on what he/she sees. The auditory person focuses on what he/she hears when communicating.

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Finally, the feeling person interprets information based on the feeling he/she perceives when communicating.

Ms. Fisher reiterated that everyone's greatest need is to be understood. We should seek first to understand, then to be understood. It was an interesting and exciting day. Ms. Fisher gave the "Institooters" many useful ideas to communicate more effectively. This will enable the group to better serve their patrons as well as have better relationships with their co-workers in the library.



These ladies have done some pretty WILD things!

Ones to Watch Out For:



ATTN: The group in this picture is considered "armed and delirious". Please use extra caution when entering their domain! They tend to tell UNTRUTHS!

Quotable Quotes

Throughout the week of the Public Library Management Institute, the "Institooters" and guests have several opportunities to voice their opinions and feelings about various things. Here are some "Quotable Quotes":

I'm not a librarian- I just sleep with one.

-Janey Gleaves

I didn't say I was licensed (for piloting)!

-Mary Robbins

We're so creative-- we made up a bunch of this. -David Fulkerson

We've had a lot of fun at this table! -

Theresa McMahan

I can weigh an eighteen-wheeler. -

Brenda Pirtle

I'll make an honest woman out of her!

-Curt True

WILD THINGS

Here are some of the "wild things" revealed in "Toss and Tell". To help "prevent" embarrassment, all names have been omitted from the entries:

Bungee Jumping



STARS OF THE DAY



Skinny-Dipping (2 people)

... On the Washing Machine (you can figure out the first part!)

More to come later!

Carol Kersey

Introduced By Margaret Elsea

Everyone please meet fellow “Institooter” Carol Kersey, Branch Manager at Smyrna Public Library. She has been the Branch Manager since February of this year. Before that she was the circulation supervisor with the Linebaugh Library. She was a schoolteacher when she took the temporary job to earn more money. Twenty-two years later she still works in the library. She has been married for 34 ½ years. She has three children – two daughters and a son. All three children are married. Her youngest daughter, Kim, will graduate from college in December with a degree in Interior Design. Her eldest child is named Lori. Her son, Clay, presented her with her first grandchild nine weeks ago. Her grandson’s name is Carter Andrew. Carol loves snow and winter. For their thirtieth anniversary on December 21, 2002, her husband took her on her “Dream” trip. They traveled to Vermont where they stayed in the Trapp Family Inn. They enjoyed sitting by the fire. She said there were fireplaces everywhere. Carol says she has “no talents” but does enjoy crafts, particularly quilting and cross-stitching. She also collects teapots. Her very first teapot was one which belonged to her husband’s great-grandmother.

Amber Mace

Introduced By Theresa McMahan

Amber Mace is a 25-year old who is married to Cody and has one child. Her daughter, Aliya, will be six on August 4th. Amber has lived in Florence, Alabama all of her life. She graduated from Frank Hughes High School in Clifton, Tennessee. Then she attended Middle

Tennessee State University where she worked on a degree in communications. She did not complete her degree but went into other fields of employment (waitress and corrections officer) before settling into the job of Branch Manager at Clifton Branch Library in Wayne County.

Most of Amber’s school time was spent working in the library as an aide. This gave her a passion for reading and a great love of the library environment. Her reading passion directed Amber to the area of murder mysteries. After reading a multitude of books, Amber has broadened her horizons by starting a novel of her own. It will be about a small town that has a huge murder mystery dumped in its lap and does not know what to do – that is as far as she has gotten at this point. Amber is the oldest of three children. Her twenty-five year old brother is her best friend, while her nineteen-year-old brother is considered the rebel. She thinks of herself as a catch basin. Her basin collects animals and words from people. By words, she indicates that she is a good listener who can keep a secret. She says many customers tell her their life story. One of Amber’s other passions is animals. She has a two-week-old baby goat that she is bottle-feeding as well as a hamster that just had babies. Tuffy is a seventeen-year-old Chihuahua that she rescued from a trash bag that she found in a garbage can. Amber is an extrovert who loves people and has a passion for animals, books, and children. She is a sensitive person, and communicates using “feeling” terminology according to Sherry Fisher.

David Fulkerson

Introduced By Gloria Fox

David was born in the very small town of Henderson, Kentucky in 1943. He attended Henderson County School and then junior and senior high school in California. David

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attended California Junior College but dropped out after one semester. David joined the Air Force and served four years. While in service he attended Syracuse University and received 60 hours credit in Russian Language and History. While in the Air Force, David was in intelligence (eavesdropping) in Turkey. David married his childhood friend, Linda. David and Linda have been married for 40 years and have one daughter and four grandchildren. David is with the Spring Hill Public Library. He has been employed there since September 2002. Spring Hill is a stand-alone library with a community population of about 12,000 people.

Anita Hopkins

Introduced By Katherine Horn

My new friend's name is Anita Coralee Hopkins. Anita is an only child. She was born in Hamblen County on June 14th. Since Anita is a lady and no lady reveals her age, I did not ask her for her birth year. Anita married her high school sweetheart. She and her husband, Dale, met and fell in love at Hancock County High School. They have been married eleven years. Anita and Dale have a daughter, Alyssa, who is seven years old. Anita is a very proud mom. Her daughter just received first place in the first grade for Accelerated Reader points. Way to go Alyssa! A young reader is every librarian's dream. Anita and her family also have a pet dog named Daisy. They all live in Sneedville, Tennessee. Anita, in her pre-library careers, worked as a payroll clerk and in factory production and office work. Anita and her family attend Ida's Chapel Baptist Church. Anita's hobbies include antiques, flower gardening, and she wants to learn to quilt. Anita has worked for the Hancock County Public Library for the past 16 months and is very excited about attending the program.

Katherine Horn

Introduced By Anita Hopkins

Katherine Lee Horn grew up in Memphis, Tennessee as the youngest of three children. She attended White-Station High School in Memphis

and has received degrees in sociology from both Lambuth University in Jackson and the University of Memphis. For Katherine, like most of us, the library was not her first career path. Before becoming assistant director at Elma Ross Public Library in Brownsville two years ago, she was employed as a social worker for five years. She has also been employed by the Easter Seals Society of Tennessee, the Kiwanis Center for Child Development, Head Start, and as a Church Secretary. Working for the library has been her most enjoyable career path. Katherine and her husband of eight years, Jimmy, reside in Brownsville, Tennessee with their cat, Charlie, and goldfish, Mr. Fishy. She attends Christ Episcopal Church and is a member of the Order of the Daughters of the King. Katherine plays the flute and enjoys collecting a variety of items. Her collection includes: antiques, frogs, bells, and clocks. She probably has over 20 clocks in her home. Katherine is enjoying the Public Library Management Institute and is excited about all we are learning. I'm sure that everyone who attends the PLMI shares these same feelings.

Linda Ackerman

Introduced By Coneen Ailey

Originally from Ohio, Linda now lives in Portland, Tennessee. She was raised Baptist but has visited the Mennonite faith and is searching for a church she can join. Recently divorced, she had a marriage of 25 years from which she has a son Gregg, now 21. We discussed the fact that no marriage is safe even after many years! Linda worked as an accountant at Credit Life Insurance for several years. In 1995, with no prior experience, she answered a newspaper ad for library computer and children's services. She has since become "just children's services". Linda likes to read mystery/crime, and her favorite book is *The Stand*. Her favorite children's book is *Stephanie's Ponytail* by Robert Munsch. Linda's hair is really short, but she has a yarn ponytail she wears when using this book! Linda has a dream of having a camper and touring America and going out of country to

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Australia. I could see her babying a Koala! Her pets are Kermit (a mixed terrier) and a neighbor's donated guinea pig, Miss Piggy. Miss Piggy was quite lazy until Linda got Kermit! Linda recently took a 4-week magic course to broaden her interests. She also recently bought a new home, which she is decorating. Outside all she does is mow, but she does have gardening dreams! Tomatoes are what she has luck at growing. All around, she is a very cool person and the next 2 years' friendship is one to look forward to.

Brenda Pirtle

Introduced By Janice Peevyhouse

Brenda Pirtle is a slim woman who stands 5'3". She was born in Kensett, Arkansas in May 1947. She now lives in Whiteville, Tennessee and has been the Library Director almost one year. Her library, Lee Ola Roberts Public Library, is in the Shiloh Region and is close to the Whiteville Correctional Center. Brenda and her husband, A.W., have been married 39 years. They have three children, two daughters, Cheryl (36) and Anna (17) and one son Ron (34). Yes, that is a BIG gap between Ron and her "blessed surprise" Anna! Ron and his wife have three sons, Jeremiah, Joshua, and Jason. Cheryl and Steve have three daughters, Amber, Ashley, and Autumn. Brenda's youngest daughter Anna is a high school junior. Brenda's hobbies include singing, cross-stitch, reading, and working with the Arts Council. But her great passion after family is her work with her church group, the Praise and Worship Team. You can tell how much she loves this work just by the glow that surrounds her when she speaks of the work that the group does. She loves to travel to Gatlinburg and has visited there many times. She loves all animals and has several cats (some of them her own), dogs, and one rabbit. And being the good person and animal lover that she is, she never turns down a sad face.